



Patron: HRH The Duchess of Cornwall
President: HRH The Duchess of Gloucester



Complaints Policy - Schedule

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Amendments	1. Extraction from Policy and Procedures Effective date changed to 1 st August 2022 2. Removal of staff training schedule to a separate document under HR
Formal Review Date	1 st August 2023

This policy reflects legislation and official guidance at the time it was last reviewed. Any changes in legislation will take precedence over anything printed in this policy. Where other policies are referred to they can be viewed in the Policy Library

Complaints Schedule

1. Introduction

The RSN welcomes comments and suggestions about how it can improve its work and operations. This policy sets out the arrangements which the RSN has for the investigation and resolution of complaints, and for learning from these.

This Complaints Schedule should be read in conjunction other relevant RSN Policies.

2. Complaint Template Reporting Pro-forma

Name of Complainant:
Address of Complainant:
Complainants email:
Complainants telephone number
Date complaint made
Department/s complaint concerns
Description of complaint, itemising in individual complaints (where relevant)
What action, if any, have you already taken to try and resolve your complaint. (Who did you speak to and what was the response)?
What actions do you feel might resolve the problem at this stage?

The manager dealing with the complaint should log the details of the complaint and (when closed) the findings/outcome with HR@royal-needlework.org.uk so we can monitor the volume of complaints received, the resolution to understand how we are doing and whether there are any themes in the issues being raised.

3. How to make a complaint

Stage 1: Informal	
We welcome comments and suggestions on how we can improve and, where relevant, the chance to put things right as quickly as we can	
You do not believe it is possible and/or appropriate to attempt an informal resolution to your concern	You believe your concern can be dealt with effectively by an appropriate member of staff or the departmental manager responsible for the issue you want to raise, and you are able to contact them directly with the details



You are unhappy with the outcome and want to raise your concern formally	Your concern is addressed, and the matter is resolved. Thank you for bringing it to our attention.
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Stage 2: Formal	
You want to make a formal complaint. Please outline the details of your complaint in writing or electronically (hr@royal-needlework.org.uk)	
If your complaint is made verbally, we will need to clarify the details set out in Clause 2 Complaints Schedule.	
We will generally acknowledge your complaint within five working days of receipt, and we target 28 working days to provide a full response. If we need more time to investigate, we will let you know when we expect this will be completed.	
If you are unhappy with the outcome, you have the right to appeal	You are happy with the response and the matter is resolved. Thank you for allowing us to investigate.



Stage 3: Appeal
You wish to appeal the outcome of Stage 2. Please outline why you are unhappy with the outcome in writing or electronically to hr@royal-needlework.org.uk

Your complaint will generally be acknowledged within five working days. We target 28 working days to confirm the outcome of an appeal. The decision at this stage is final, unless the RSN Council decides to seek external resolution assistance.

The RSN is a registered charity, so you can complain to the Charity Commission Regulator at any stage. Information about the kind of complaints the Charity Commission may be involved in can be found at: <https://www.gov.uk/complain-about-charity>

4. How we handle a complaint in summary

Stage	Type	Acknowledge	Target Timeframe
One	Informal	5 days	Within 28 working days of acknowledgement
Two	Formal	5 days	Within 28 working days of acknowledgement
Three	Appeal	5 days	Within 28 working days of acknowledgement